

ABSTRAK

Banyaknya tuntutan masyarakat dengan pelayanan keperawatan serta munculnya persaingan pada banyak fasilitas pelayanan kesehatan mendesak manajemen rumah sakit untuk selalu meningkatkan pelayanan keperawatan melalui peningkatan kinerja perawat. Hal ini dikarenakan perawat sebagai petugas kesehatan dengan jumlah terbanyak dan bertugas selama 24 jam untuk melayani pasien, khususnya perawat yang bertugas memberikan jasa pelayanan keperawatan di instalasi rawat inap. Ada banyak penelitian sebelumnya yang mengkaji faktor yang mempengaruhi kinerja perawat dalam pelayanan keperawatan. Dalam penelitian ini ingin diketahui pengaruh supervisi, beban kerja dan stres kerja terhadap kinerja perawat instalasi rawat inap di Murni Teguh Memorial Hospital Medan. Penelitian ini merupakan penelitian kuantitatif dengan pendekatan *cross sectional*. Populasi adalah seluruh tenaga kesehatan (perawat) yang bertugas di Instalasi Rawat Inap berjumlah 224 orang dan semuanya dijadikan sampel. Teknik pengumpulan data melalui penyebaran kuesioner, dokumentasi dan studi kepustakaan. Metode analisis menggunakan analisis univariat, bivariat dan multivariat dengan menggunakan persamaan regresi linier berganda. Hasil penelitian menunjukkan bahwa supervisi, beban kerja dan stres kerja berpengaruh terhadap kinerja perawat dan variabel supervisi dominan mempengaruhi. Kesimpulan penelitian bahwa supervisi, beban kerja dan stres kerja berpengaruh terhadap kinerja perawat Instalasi Rawat Inap di Murni Teguh Memorial Hospital Medan. Disarankan kepada kepala ruangan hendaknya memberikan supervisi secara rutin dalam upaya membimbing dan mengarahkan perawat sehingga memiliki kompetensi yang baik dalam melaksanakan tugas pelayanan keperawatan secara lebih efektif dan efisien.

Kata Kunci : Kinerja Perawat, Kepala Ruang, Supervisi, Beban Kerja, Stres Kerja

ABSTRACT

The many demands of the community for nursing services and the emergence of competition in many health service facilities urges hospital management to always improve nursing services through improving nurse performance. This is because nurses are health workers with the

largest number and are on duty 24 hours a day to serve patients, especially nurses who are in charge of providing nursing services in inpatient installations. There are many previous studies that examine the factors that influence the performance of nurses in nursing services. In this study, we wanted to know the effect of supervision, workload and work stress on the performance of inpatient nurses at Murni Teguh Memorial Hospital Medan. This research is a quantitative study with a cross sectional approach. The population is all health workers (nurses) working in the Inpatient Installation totaling 224 people and all of them are taken as samples. Data collection techniques through the distribution of questionnaires, documentation and literature study. The analytical method uses univariate, bivariate and multivariate analysis using multiple linear regression equations. The results showed that supervision, workload and work stress had an effect on nurse performance and the dominant variable was supervision. The conclusion of the study is that supervision, workload and work stress affect the performance of nurses in the Inpatient Installation at Murni Teguh Memorial Hospital Medan. It is recommended that the head of the room should provide regular supervision in an effort to guide and direct nurses so that they have good competence in carrying out nursing service duties more effectively and efficiently.

Keywords: Nurse Performance, Head of Room, Supervision, Workload, Work Stress